**Practice Information Leaflets**

Please ensure that the information on your PIL is current and contains all the requirements as listed in the CPI checklist.

Various contact details will change from time to time, which is the reason that I advise practices to be able to modify or update their PIL locally i.e. on the practice computer. This also allows you to keep a limited number of printed copies available rather than getting a large number of leaflets printed and then finding that information is out of date. It also allows you to print the PIL in large print if required- this is a requirement of the CPI

* Currently the gender and the full date of first GDC registration for all dentists must be included in the PIL.
* The PIL should state if a hygienist or therapist is available at the practice, if they are not available it is sufficient to say that these services are provided by the dentist(s)
* Opening hours should include when the practice is closed during the normal working day i.e. lunchtime.
* Use the generic “Patient Affairs Manager” at NHS Lanarkshire in your PIL or complaints procedure, rather than a named person
* The correct contact details for patients to access information on NHS General Dental Services provision locally are:

General Enquiry Line Telephone: 0300 3030 243

Website [www.nhslanarkshire.org.uk](http://www.nhslanarkshire.org.uk)

On occasions during practice inspections, the contact detail for this information has been noted in PILs as the Primary Care Department at NHS Lanarkshire. This is not correct and patients should **not** be directed to the Primary Care Team.

When referencing availability of interpreter services please only state that these can be arranged through the practice – do not give any contact details as patients cannot arrange this – please also highlight that this includes access to British Sign Language support.  
  
In respect of the latest version of the Interpreter Services flowchart, circulated in September 2015, the following amendments should be noted within the practice copy:

South West area - Liz Swann is no longer a contact

North West area - Margaret A Kennedy has been replaced by Rosemary Docherty on (01236) 707769